DCF Random Moment Time Study (RMTS) ePolling

WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

RMTS ePolling Agenda

- What is the RMTS?
- WIEXT/ User Name Login Id
- RMTS Sample Email
- ePolling Sample
  - Activity Selection and Definitions
  - In-Home vs. Out-of-Home Activity
- Who to Contact for Help
- Questions?

Wisconsin Random Moment Time Study (RMTS) ePolling System - What is It?
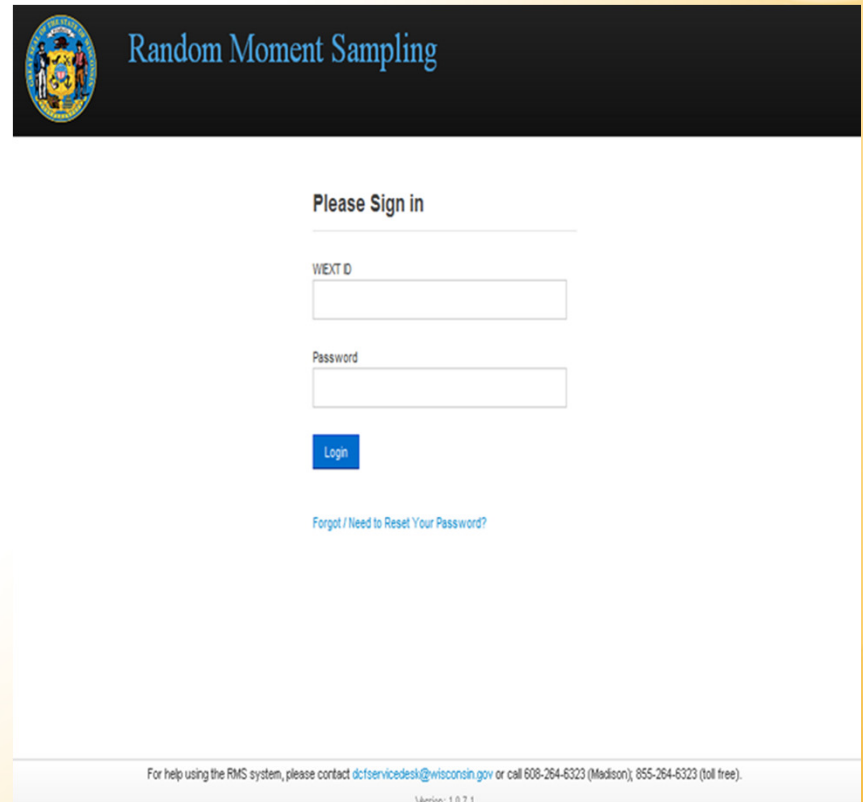
- The Social Services Random Moment Time Study (RMTS) is a federally approved method used to determine proportions of direct service worker activities

- The RMTS is used to identify time spent on foster care and related activities that is eligible for federal reimbursement under Title IV-E.

- IV-E reimbursement comprises most of the Children and Families Allocation:
  RMTS Responses = $$$

- Currently, the RMTS is conducted via telephone polling. However, starting October 1, 2014, the RMTS will move from a telephone-based sampling method to an e-mail based sampling method.

- **Who's Included?:** All workers who perform child welfare-related activities are included in the RMTS, but typical workers included in the RMTS have job function such as case management, foster care provider licensing and initial assessment to name a few.

- **Rosters:** Liaisons are responsible for updating each agency's roster every quarter. Roster instructions can be found at: http://dcf.wisconsin.gov/rms/ssrmts/pdf/rmts-roster-instructions.pdf

Random Moment Sampling ePolling System

What does this mean for me?

•Liaisons – responsible for adding and modifying records for staff that are included in the roster. Also are responsible for certifying the accuracy of the roster.

•Supervisors – have the ability to modify the records for their staff (i.e.. scheduled work times); also have the ability to enter non-client-related activities for their staff.

•Workers - beginning 10/1/14, will receive emails from DCFRMTS@wisconsin.gov with the subject: Grp: IV-E: #88888 Smith RMS Initial Observation Notification.

•All workers, supervisors and liaisons must have a **WIEXT** or **WAMS** user name to access the ePolling system.

Sample Email

When you have been selected for a Random Moment Sample, you will receive an email with a link to your sampled moment.

To   john.smith@test.wisconsin.gov
CC
From   DCFRMTS@wisconsin.gov
Subject   GrpIV-E: #88888 Smith RMS Initial Observation Notification
High Priority

Hello John Smith,

You have been selected for the Wisconsin Random Moment Time Study (RMTS) at **Tuesday, March 11, 2014 2:11PM**.

Group: IV-E
Observation Number: 88888

To Enter Your Response into the ePolling System: As soon as possible, please click on the website link below and follow the instructions to complete your sample response. If for some reason you cannot do this immediately, make a note of the details of what you're working on so you won't forget when you do go into the ePolling system. If samples are not completed within 48 hours or two business days, and if you were not on vacation, sick, or leave or attending program related training, your sample will be marked as "No Response.' Invalid responses may result in an increase of overall samplings. Therefore, it is important to respond to samplings before they expire.

https://rms.dcf.wisconsin.gov/Survey/RMS/88888

If you cannot update your sample in RMS, read this entire email to ensure that you are following the correct instructions and don't waste your time.

Responses after 48 Hours or 2 Business Days:
If it has been more than 48 hours, or 2 business days since the date/time stamp of this sample, your sample has expired. If you were **not** in work status at the sampled moment, please click on 'reply' to this email and provide the type of time that you were using at the exact date/time stamp of this sample. Valid responses include the following:
- vacation (5.3),
- sick time (5.4),
- sampled outside of normal work hours/ comp time (5.5), or
- leave (5.7).

If you were in a training session, please provide the name of the training session as well as the program that it relates to (ie. child protective services, juvenile justice, foster care coordinators, adult protective services, etc.).

Do NOT call the help desk to have your sample recorded, they cannot access RMS to complete your sample.

Password or Login Issues:
If you cannot login due to a password or login ID issue, write down the information regarding what you were working on at the time of the sample (so you don't forget).   You must contact the DWD help desk directly at 608-266-7252 or https://www.dwd.state.wi.us/accountmanagement/ to reset or unlock your account. If you try to reset/unlock your password online and you get an error, you must then call the DWD help desk. Password issues cannot be resolved by the DCF help desk or the RMS administrator. When you call DWD, verify that your email address in the DWD system is your most current email address. If necessary, ask DWD to update it.

Other Issues Not Resolved by the DWD Help Desk:
If the DWD help desk cannot resolve your issue, contact the RMTS administrator at 608-266-8147 (or sarah.cannon@wisconsin.gov). Include the details as to why your issue could not be resolved and specifics regarding what you were working on at the exact date/time stamp of the sample. Simply stating that you could not login doesn't explain whether or not you contacted DWD and that they were unsuccessful in resolving the issue.   Bypassing the DWD desk only slows down the process of getting access to the RMS system, so please contact DWD prior to this step.

User Name Creation

•Establish your login id at the following site:
https://www.dwd.state.wi.us/accountmanagement/AccountCreationOverview.aspx

ePolling Login ID Requirements

- First Name

- Last Name

Work email address (used to recover or reset your password)

•Create a user name that you can easily remember.

User Name Requirements

•Must be 5-20 characters long (may use the convention of FirstnameLastName, e.g. SarahCannon)

•May only use upper and lower case letters or numbers. May not use any spaces or any special characters (ie. #, %, or ?)

Password Requirements

Must be 7-20 characters long. May

use upper and lower case letters,

numbers and special characters.

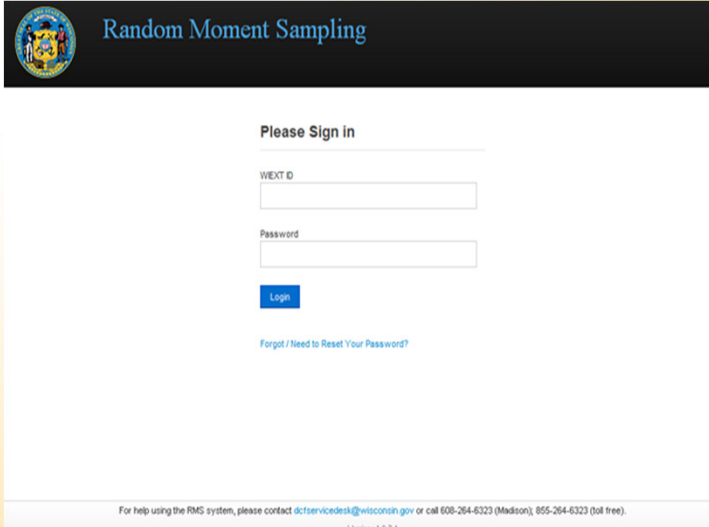**Do not forget to send your user name to the RMTS administrator:**
DCFRMTS@Wisconsin.gov

ePolling Sample

Responding to the Sample

- When you have been selected for an ePolling Sample, you will receive an email with a link to your sampled moment.

- As close to the sample time and date as possible, please click on the link, which will bring you to the login screen below.

- You can access the link via computer, tablet, or Smart Phone.

- If you have any login issues, please contact DWD's Help Desk at: 608-266-7252 or https://www.dwd.state.wi.us/accountmanagement/ to reset or unlock your account. RMTS Administrator cannot assist with login issues.

Random Moment Sampling

Please Sign in

WIEXT ID

Password

Login

Forgot / Need to Reset Your Password?

For help using the RMS system, please contact dcfservicedesk@wisconsin.gov or call 608-264-6323 (Madison); 855-264-6323 (toll free).

Version: 1.0.7.1

ePolling Sample

Escalation

- If a response is not received within the first 24 business hours, the system generates a reminder email for you and your supervisor.

- You and your supervisor will receive a second reminder email 6 hours before the sample expires.

- Supervisors can only enter leave time on your behalf – you are responsible for entering work task information.

- Any sample received after 48 hours/2 business days is coded as a "No Response." If you were on vacation or other form of non-work related activity, your time can still be recorded once you return to the office or your supervisor responds on your behalf

- Excessive "No Responses" lead to an increase in sample size and a decrease in claiming.

Your supervisor appreciates getting fewer emails, so please respond as soon as possible.
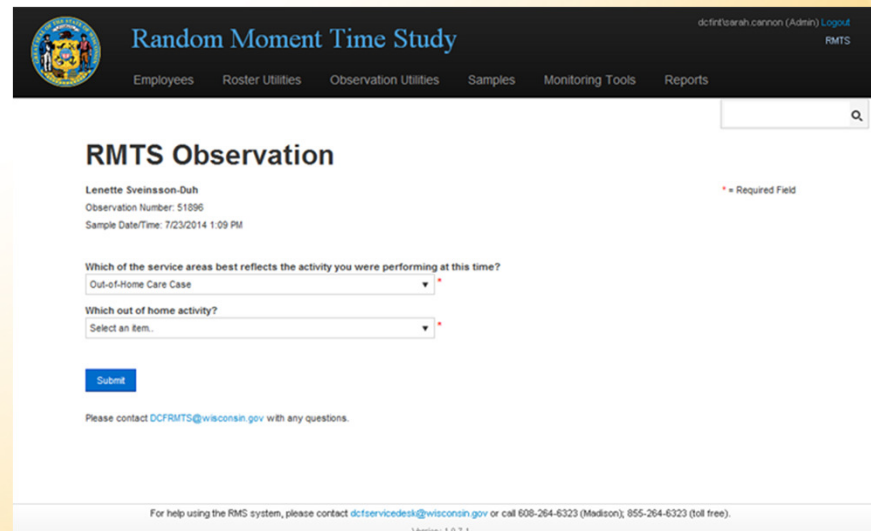
ePolling Sample (continued)

Sampled Moment

You will be asked a series of questions to determine the activity that you were performing at the selected moment in time.

The first question is: "Which of the service areas best reflects the activity you were performing at this time?" Options include:

- Out of Home Care Case
- In-Home Care Case
- Other Child Welfare, Child Protective Services or Juvenile Justice Activity (non case-specific)
- Adult Program Activity
- Not in Work Status

Sample Random Moment Tree – 1-2-3!

1. Service Area

1. *OHC Case*
2. In-home Case
3. Other Child Welfare/CPS/JJ
4. Adult Program Activity
5. Leave

2. Activity Code

1.1 *Case Management*
1.2 Court-Related Activities
1.3 OHC Rate Setting
……..
1.8 IA: Interview/Maltreatment Determination

3. Additional Information

- **Child's Name**
- **Case ID**
- *Brief* **activity description**

Sample Random Moment Tree

Which of the service areas best reflects the activity you were performing at this time?

1 Out-of-Home Care Case ▼ *

Which out of home activity?

2 1.1 - Case Management (Court-ordered OHC) ▼ *

Youngest Identified Child's First Name

3 Sarah *

Youngest Identified Child's Last Name

Cannon *

Case Head e-WiSACWIS id or Case Head Name

8056658 *

Describe what activity you were performing at the time of sampling?

Respondent was traveling to a routine visit with a child for a CPS case in which the child is placed in an RCC under a CHIP's order. *

ePolling Sample

Activity Code Hover Text

• When you are selecting the service areas that best reflects the activity that is being performed at the sampled moment, Help texts may appear as **"hover text"**.

Which activity should I choose?

Out of Home Placement Activity

RMTS Observation

Amanda Stewart
Observation Number: 51129
Sample Date/Time: 9/2/2014 11:03 AM

Which of the service areas best reflects the activity you were performing at this time?

| Out-of-Home Care Case | ▼ | * |

Which out of home activity?

| Select an item.. | ▼ | * |

Select an item..	▲
1.1 - Case Management (Court-ordered OHC)	More info...
1.2 - Court Related Activities (OHC)	More info...
1.3 - Out-of-Home Care Rate Setting (OHC)	More info...
1.4 - IV-E Eligibility Assistance (OHC)	More info...
1.5 - Foster Home Recruitment/Licensing/Support (OHC-child-specific)	More info...
1.6 - Direct Service Provision (OHC)	More info...
1.7 - Access (OHC)	More info... ▼

1.2   Court-Related Activities (OHC)

Select when you are performing activities related to judicial determinations for out-of-home care cases, including:

- preparing and reviewing materials for judicial determinations;
- preparing disposition recommendations for court reports;
- consulting with appropriate involved individuals, including the child and his/ her parents, attorneys, guardians ad litem, etc. regarding the proposed recommendations;
- coordinating and notifying affected individuals;
- attending court hearings and related meetings; and
- documentation and travel related to the above activities.

Which activity should I choose?

In-Home Placement Activity

RMTS Observation

Pedro Salazar

Observation Number: 51620

Sample Date/Time: 8/29/2014 4:18 PM

Which of the service areas best reflects the activity you were performing at this time?

| In-Home Care Case | ▼ | * |

Which in home activity?

| Select an item.. | ▼ | * |

Select an item..	
2.1 - Case Management – Current Safety Plan w/ "Imminent Risk" (IHC)	More info...
2.2 - Case Management – No Safety Plan that Indicates "Unsafe" (IHC)	More info...
2.3 - Direct Service Provision (IHC)	More info...
2.4 - Access (IHC)	More info...
2.5 - IA: Interview and Maltreatment Determinations (IHC)	More info...

2.3 Direct Service Provision (IHC)

- Select when you are directly providing counseling or other treatment to the child, or family to remedy home conditions, personal problems or behaviors. This includes clinical and/ or medical assessment, care planning and monitoring of medical services.

- Do not select when you are performing case management functions, including referring or scheduling services as part of safety or permanency planning. Use Code 1.1 for out-of-home care case management; or code 2.1 or 2.2 for in-home case management.

•Select **More info...** if you need help selecting the most appropriate code

Definitions:
Out-of-home v. In-home case setting

Out-of-home case settings:

- Foster homes and treatment foster homes

- Group home and other congregate care

- Juvenile correctional facilities and other institutional care

- Court-ordered kinship care

- Voluntary placement **under a voluntary placement agreement (VPA)**

- Children home on a **trial reunification**

In-home case settings:

- Custodial or non-custodial parent home (except trial reunification)

- Informal/other voluntary placement (**without VPA**)

- Any other non-court-approved placement

Many "administrative" tasks are really **Case-Related** functions!

"Meeting with my supervisor"
 Discussing specific cases? If so, pick one!

"Filing / paperwork / reviewing notes"
 Primarily with which activity for which case(s)?

"Traveling to/from a case or between cases"
 To/from which case(s)?
 (If "between", select the case you were traveling from)

Bottom line: if you can associate the activity with one or more clients, it's a case related activity!

dcf.wisconsin.gov

Other Activities

CANS assessment is a case management activity – <u>not</u> a rate setting activity!

Training is currently a placeholder, with future development to capture more information (which will lead to increased claiming)

Only claimable in-home activity is code 2.1 - "candidates" with a safety plan meeting the following criteria:

> Lists the services provided to prevent the child's removal;
>
> States that the child would be placed in an out-of-home care setting if the services are not successful (or similar language); and
>
> Has been updated within the last 6 months.

If this describes any of your in-home cases, please update your safety plans!

Who to contact with questions?

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Frequently asked questions…

"What if the worker and supervisor are both on vacation/out of the office at the same time? Is it likely that will just result in a "non-response"?"

The sample will automatically be coded as a "non-response" after 48 hours.

"If a supervisor knows a worker will be out for an extended absence (maternity leave, short term disability, etc.), would it be helpful for us to let you (or someone else?) know so that person can be skipped for sampling?"

If a worker is out for an extended absence, the supervisor or liaison should notify me in order to pull future samples.

"My question, if there is an auto response saying out of the office sent back is that counted or any need for further follow-up?"

The out-of-office response would need to indicate what type of Non-Work Status.

"What if I cannot remember my login id?"

There will be a link at the bottom of your sampled moment email to go to DWD's website to recover your user name and/ or your password

"I cannot delete a person off of the roster. How do I remove them?"

Liaisons will need to send and email to DCFRMTS@wi.gov.

Questions?